

Spring Training Schedule

April | May | June 2015

SCHEDULE AT A GLANCE



April 2015

4/8	0514-02	Mandated Ethics
4/9	0590-11	Excel 2010 PivotTables
4/14	0798-04	Turning Stress into Productivity
4/14	0850-02	Effective Delegation
4/14	0799-02	Increasing Accountability
4/22	0906-01	PAS Accounting and Purchasing
4/22	0908-01	Social Media
4/23	0571-03	Microsoft PowerPoint Level 1
4/24	0075-111	New Employee Orientation
4/29	0906-02	PAS Accounting and Purchasing
4/29	0593-08	SLT-Understanding Role of Supervisor
4/30	0906-03	PAS Accounting and Purchasing
4/30	0593-09	SLT-Understanding Role of Supervisor

May 2015

5/6	0594-08	SLT-Effective Delegation
5/6	0914-01	LCW-Workplace Bullying
5/6	0185-03	LCW-Managing Performance
5/7	0594-09	SLT-Effective Delegation
5/13	0463-12	Power of the Front of the Room 1
5/13	0595-08	SLT-Performance Management
5/14	0509-12	Microsoft Excel Level 1
5/14	0595-09	SLT-Performance Management
5/19	0851-02	Giving Effective Feedback
5/19	0644-02	Win Win Thinking
5/19	0645-02	Taming the Meeting Monster
5/20	0503-07	Power of the Front of the Room 2
5/20	0596-08	SLT-Writing Performance Reviews
5/21	0596-09	SLT-Writing Performance Reviews
5/22	0075-112	New Employee Orientation
5/25	HOLIDAY	Memorial Day
5/28	0510-15	Microsoft Excel Level 2

News

We are very pleased to announce that **Sally Klauss** has joined CEO as an Organizational Development Training Analyst II. [Read More >>](#)

June 2015

6/3	0597-08	SLT-Performance Tool Kit
6/4	0597-09	SLT-Performance Tool Kit
6/9	0169-32	Adult CPR & First Aid
6/11	0510-16	Microsoft Excel Level 2
6/17	0915-01	Conflict Management
6/18	0590-12	Excel 2010 PivotTables
6/19	0075-113	New Employee Orientation

I'm interested in a class. What next?

To Enroll, use ACORN Self-Service Enrollment or contact your Department Training Coordinator.

For more information, Contact OD at Learning@placer.ca.gov or 530-886-5270.

Classes are held at OD Training Room 1, 11486 B Avenue in Auburn unless otherwise noted.

Leadership Training



Supervision and Leadership Training Series (SLT)

Employee Engagement, what is it and what does it mean to you as a Supervisor?

This training is specifically designed to help drive the County's initiative for Employee Engagement, Training, and Performance Management. Take your skills to the next level with this five-week series and create strategies for success and improve the performance of your team.

Understanding the Role of the Supervisor

- Save time and effort through understanding the Four Functions of Management.
- Learn how to prioritize your time better and your overall effectiveness.
- Improve your team's productivity.
- Learn techniques for identifying the root cause of performance and productivity problems.

Effective Delegation & Employee Engagement

- Learn how to engage your staff, increased trust, and improve productivity.
- Identify strategies for reducing operational costs and improving efficiency.
- Build your leadership bench and increase employee performance.
- Prioritize the most important aspects of your job.

Performance Management

- Learn how to objectively evaluate performance.
- Reinforce and encourage the right performance and behaviors.
- Learn how to address problem behavior with ease and confidence.
- Communicate performance standards and create accountability.
- Understand how to provide performance feedback.

Writing and Delivering Performance Reviews

- Save time by using a simple step-by-step method for documenting and writing a review.
- Understand what to include in review and how to cite specific performance areas.
- Understand how to evaluate performance based on a predetermined standard.
- Motivate employees through goal setting.
- Deliver even the difficult reviews effectively and confidently.

Performance Tool Kit

This last class of the series is designed to help bring everything together that has been covered and give each participant support and direction with any management issue they may have or that they want to work on. This provides a customized, specific approach to the unique solutions required for each participant. Participants will walk away with an action plan while gaining additional insight on the topics covered in the series.

Leadership Coaching

Coaching is emerging as one of the most effective techniques for enhancing performance in business and industry today. Organizations have finally figured out what sports teams and athletes have known for a very long time. Take advantage of this opportunity and see how coaching can help you enhance your performance and increase your confidence.

Supervision and Leadership Training Series

Understanding the Role of the Supervisor
Effective Delegation & Employee Engagement
Performance Management
Writing and Delivering Performance Reviews
Performance Tool Kit

Wednesday

8:30am - 3:00pm
4/29 #0593-08
5/06 #0594-09
5/13 #0595-08
5/20 #0596-08
6/03 #0597-08

Thursday

8:30am - 3:00pm
4/30 #0593-09
5/07 #0594-09
5/14 #0595-09
5/21 #0596-09
6/04 #0597-09





Communication

COMMUNICATION

THE POWER OF THE FRONT OF THE ROOM (2 PART SERIES)

Wednesday 5/13 8:30-12:00 #0463-12

Wednesday 5/20 8:30-12:00 #0503-07

Instructor: Carol Scofield Target Audience: Employees presenting or leading meetings

Location: Planning Commission Hearing Room, 3091 County Center Drive, Auburn

This is a two-day class with day one consisting of presentation content and a homework assignment to write a 3-5 minute presentation to be delivered before a mock Board and videotaped on day two. Day two consists of class presentations with feedback from class participants and the instructor, and then additional information based on the presentations. The session is also recorded and participant receives immediate feedback from the instructor as well as feedback of the recording. Participants receive a copy of their recorded presentations.



Cooperation

COOPERATION

TURNING STRESS INTO PRODUCTIVITY

Tuesday 4/14 8:30-10:00 #0798-04

Instructor: Joan Zeglarski Target Audience: Everyone

Upon completion of this session, participants will be better able to deal with the stressors they face by:

- Understanding how the stress cycle works
- Identifying and mitigate the physical, mental and behavioral effects of continual stress
- Learning a variety of practical techniques to help limit the effects of negative stress

GIVING EFFECTIVE FEEDBACK...AND MAKING THE MOST OF IT WHEN YOU RECEIVE IT

Tuesday 5/19 8:30-10:00 #0851-02

Instructor: Joan Zeglarski Target Audience: Everyone

By the end of this workshop, participants should be able to: enrich working relationships by giving meaningful positive feedback, improve productivity and communication by giving corrective feedback effectively and get the most out of positive and corrective feedback when it is given to him/her. The concepts covered in this session are useful whether or not participants supervise others, they can be used to effectively manage up, down and across the organization.



Did you know?

Placer County has a Tuition Reimbursement program for employees! Find out more by visiting [MyPlacer](#).

[Learning Zone](#) > [OD Learning Resources](#) > [Career Development](#) > [Tuition Reimbursement](#)



COOPERATION—CONTINUED

TAMING THE MEETING MONSTER**Tuesday 5/19 1:00-2:30 #0645-02**

Instructor: Joan Zeglarski

Target Audience: Everyone

Tips for mitigating behaviors of meeting attendees that get in the way of achieving effective results during meetings.

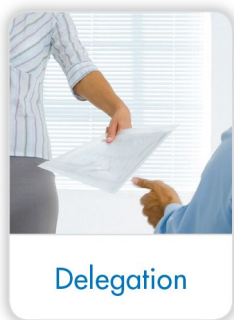
CONFLICT MANAGEMENT**Wednesday 6/17 8:30-12:30 #0915-01**

Instructor: Sally Klauss

Target Audience: Everyone

For many employees, the subject of conflict has such a negative connotation that even the smallest conflict situations are avoided like the plague. As a result, situations get worse, relationships are strained, and communications break down. You will learn to:

- Improve your ability to identify, address, and manage conflict situations
- Improve your effectiveness through understanding of the four steps for addressing conflict
- Understand why conflict is important and how it can enhance performance



DELEGATION

EFFECTIVE DELEGATION (...NOT JUST FOR BOSSES)**Tuesday 4/14 10:30-12:00 #0850-02**

Instructor: Joan Zeglarski Target Audience: Everyone

This session helps participants be more productive by giving them two different models to increase their effectiveness at delegation. Also covered in the session are ideas of what to delegate, how to do it and how to get results doing it. The concepts covered in this session are useful whether or not participants supervise others, they can be used to effectively manage up, down and across the organization.

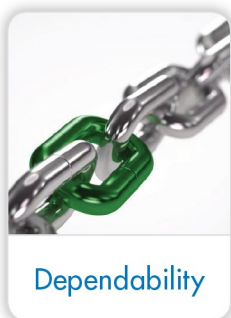
Welcome, Sally!

Sally Klauss joins Organizational Development with over twenty years of management experience in the manufacturing industry, an extensive background in operations and production management, training, employee development, and process improvement. In addition to her leadership background and experience, she is also a Professional Coach specializing in Management and Leadership Development. She holds a Master's degree in Business Administration, a Bachelor's degree in Management, a Certification as a Professional Co-Active Coach (CPCC), and a Green Belt Certification in Lean Six Sigma.

Sally has been a contract trainer for Placer County since July 2012, many of you may already know Sally through taking her courses: Management/Supervision and Leadership Training, High Impact Interviewing or Goal Setting for Results.

Sally is passionate about coaching and training with the goal to enhance service delivery of Placer County.





DEPENDABILITY

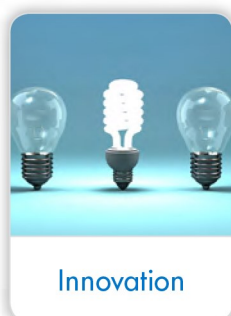
INCREASING ACCOUNTABILITY

Tuesday 4/14 1:00-2:30 #0799-02

Instructor: Joan Zeglarski Target Audience: Everyone

Upon completion of this session, participants will be better able to create and increase accountability in themselves and others by:

- Understanding what gets in the way of individual and organizational accountability
- Developing and setting clear expectations
- Developing and implementing a follow-through and follow-up system to ensure continued accountability



INNOVATION

DISCOVER A STRATEGIC PLAN THAT WORKS FOR YOU: PART TWO: PRACTICE PROVEN METHODOLOGIES

Available online, from your workstation.

Instructor: Sponsored by Alliance for Innovation Webinar

Target Audience: Managers

Practice some of the proven strategic planning techniques that Zelos clients have used with success over the years and identify if those ideas might work for your organization. In this webinar, Stacia will introduce the proven Zelos methodology for strategic planning and will facilitate you through some of the proven techniques and exercises that will lead to a successful planning project. After you've practiced some of these techniques, you will hear from Zelos clients about what exactly worked well for them and where they are now in the process. This is the second in a three part series . [Play Webinar](#)

DISCOVER A STRATEGIC PLAN THAT WORKS FOR YOU: PART THREE: WHERE STRATEGIC PLANS FAIL

Available online, from your workstation.

Instructor: Sponsored by Alliance for Innovation Webinar

Target Audience: Managers

Through storytelling, you will recognize not only what has caused others to fail in their strategic planning efforts but also what you can do to prevent or mitigate those causes.

About the Presenter: Zelos helps governments and non-profits accomplish their mission through customized consulting and training in strategic management, leadership development and productivity initiatives. They provide unique, high-quality services at a reasonable and responsible cost. Their vision is to be a reliable and effective partner to every client, every time. Stacia C. Aylward is the Chief Executive Officer of Zelos. This is the third in a three part series . [Play Webinar](#)



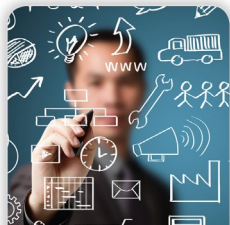
INNOVATION—CONTINUED

MANAGERS FORUM:**LEVERAGING “SMART” TO BUILD A “HEALTHY” ORGANIZATION****Available online, from your workstation.**

Instructor: Sponsored by Alliance for Innovation Webinar

Target Audience: Managers

As Patrick Lencioni advocates in *The Advantage*, organizations need to be both smart and healthy. According to Lencioni’s model, the best way to leverage “smart” is to have an organization that is as healthy as possible. “Healthy” refers to minimal internal politics and confusion, high morale, high productivity and low turnover. Hear from Betsy Fretwell, City Manager of Las Vegas on the steps taken to make their organization healthier and the impact that the new focus has had on city employees. The City of Las Vegas senior management felt the organization had all of the elements of “smart” in place – having the technical expertise to run the city well. The City’s goal was to continue to improve morale and minimize confusion through increasing the cohesion of their leadership team, clarifying what is important to the city’s future and putting processes in place to ensure they stayed focused on what’s important. [Play Webinar](#)



Job Knowledge

JOB KNOWLEDGE

PAS ACCOUNTING AND PURCHASING TRAINING**Wednesday 4/22 9:00-12:00 #0906-01****Wednesday 4/29 9:00-12:00 #0906-02****Thursday 4/30 9:00-12:00 #0906-03**

Instructor: Joe Alire, Auditor’s Office and April Pay, Procurement

Target Audience: Accounts Payable Staff

Location: IT Training Center 2970 Richardson Dr., Auburn

This class will cover topics of interest that have been identified by various accounts payable staff throughout the County. Additional topics may be addressed as time permits. Topics:

- Direct Vouchers (including commodity codes)
- PO and BPO Processing
- Receiving, Invoice, VC Voucher
- BPO Queries (PAS and BPO list on MyPlacer)
- BPO Management (monitoring balances, requesting change orders, etc.)
- RQs & JTs - Differences, processes and helpful tips
- Vendor Information, Procedures (new vendor request, searching, updating vendors)
- Sales Tax Information (labor, shipping, etc.)
- Financial Online Reports (Trial Balance by Fund, GL Inquiry, P&L Analyzer)
- BOXI / Infoview Basics
- Accounts Payable Helpful Hints
- Document Coding Basics (Payment Documents and Journals)
- Resources on MyPlacer

JOB KNOWLEDGE—CONTINUED

MANDATED ETHICS AB1234 WEBINAR**Wednesday 4/8 10:00-12:00 #0514-02**

Instructor: Liebert Cassidy Whitmore (LCW) Webinar

Target Audience: Elected Officials, Any Employee Designated by Their Management

LCW does NOT cover Placer County specific codes and procedures.

Government Code Section 53234 (also known as AB1234) mandates that ethics training be provided by any local agency that pays any type of compensation, salary, or stipend to, or provides reimbursement for the expenses of, a member of a legislative body. This interactive training covers all topics required to be covered by AB 1234 including conflicts of interest, gift limitations, honoraria prohibitions, and conduct upon leaving office.

NEW EMPLOYEE ORIENTATION**Friday 4/24 8:30-3:00 #0075-111****Friday 5/22 8:30-3:00 #0075-112****Friday 6/19 8:30-3:00 #0075-113**

Instructor: CEO David Boesch, OD, Risk Management, Personnel, PPEO

Target Audience: New Employees

Employees receive information regarding county government, policies and resources, customer service in a Government setting, workplace safety and violence awareness, the Civil Service System, Placer County Code, benefits overview, preventing discrimination, harassment and retaliation, and employee training. Labor Union representatives are also invited to share information about Union membership.

WIN-WIN THINKING: SHIFTING INTO POSSIBILITIES**Tuesday 5/19 10:30-12:00 #0644-02**

Instructor: Joan Zeglarski Target Audience: Everyone

Develop a new outlook and create dramatic change for you, your coworkers and clients.

MANAGING PEOPLE

**2015 Cal-ICMA COACHING PROGRAM WEBINAR**

Instructor: Sponsored by CalICMA

See details in the **2015 COACHING PROGRAM** brochure. Links to register for each webinar are available now at www.cal-imca.org/coaching.

2015 Cal-ICMA COACHING Program Webinars

Developing Effective Relationships with Elected Officials

Best Practices in Strategic Planning and Action

Moving from Conflict to Civility and Problem Solving

Engaging Employees Effectively

Serving Diverse Populations Successfully

Best Practices for Managing Social Media & Gossip

DATE & TIMES

03/05 10:00-11:30

04/01 1:00-2:30

05/14 10:00-11:30

09/16 1:00-2:30

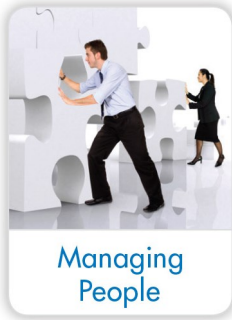
10/21 1:00-2:30

11/05 1:00-2:30

Missed a live Webinar?**Don't Worry!**

All webinars are archived for on-demand viewing or download in mp4 format for individual or group viewing at your convenience. The presentation are save at "Agenda & Archives tab of www.cal-imca.org/coaching.





MANAGING PEOPLE—CONTINUED

SOCIAL MEDIA WEBINAR

Wednesday 4/22 9:00-12:00 #0908-01

Instructor: Liebert Cassidy Whitmore (LCW) Webinar

Target Audience: Managers and Supervisors

Location: Personnel Training Room, 145 Fulweiler Ave., Auburn

LCW does NOT cover Placer County specific codes and procedures.

This workshop will address ways to respond to inappropriate employee use of social networking media as well as when employers can use this same media in hiring, investigations and discipline.

WORKPLACE BULLYING: A GROWING CONCERN, WORKSHOP

Wednesday 5/6 9:00-12:00 #0914-01

Instructor: Liebert Cassidy Whitmore (LCW) Workshop

Target Audience: Managers and Supervisors

Location: Maidu Community Center, 1550 Maidu Dr., Roseville

LCW does NOT cover Placer County specific codes and procedures.

This workshop will define bullying and distinguish it from simple rudeness and unlawful harassment, identify strategies for recognizing when it occurs and address the impact of this conduct on the workplace. The session will also provide pragmatic advice for holding bullies accountable for their conduct and for assisting targets of bullying in reporting and responding to bullying conduct.

MANAGING PERFORMANCE THROUGH EVALUATION, WORKSHOP

Wednesday 5/6 1:00-4:00 #0185-03

Instructor: Liebert Cassidy Whitmore (LCW) Workshop

Target Audience: Department Heads, Managers, Supervisors, Personnel staff

Location: Maidu Community Center, 1550 Maidu Dr., Roseville

LCW does NOT cover Placer County specific codes and procedures.

This hands-on workshop is designed to give the practical skills and techniques managers need to successfully transform the performance evaluation process from an annual chore into an effective and ongoing management tool. Learn to maximize the positive performance management and professional development benefits of effective performance evaluations and minimize potential risks related to performance evaluations.

FEATURED TED TALK

CAREER *engagement*

The Career Advice You Probably Didn't Get...

You're doing everything right at work, taking all the right advice, but you're just not moving up. Why? Leadership expert Susan Colantuono shares a simple, surprising piece of advice you might not have heard before quite so plainly. This 13 minute video, while aimed at an audience of women, has universal takeaways — for men and women, new grads and midcareer workers. [Play Video>>](#)





MANAGING PEOPLE—CONTINUED

SUPERVISION AND LEADERSHIP TRAINING SERIES (SLT)

Instructor: Sally Klauss Target Audience: Supervisors and Managers

This training is specifically designed to help drive the County's initiative for Employee Engagement, Training, and Performance Management. This series will require approval by the attendee's Department with the submittal of a series Application.

Applications located at [MyPlacer > Learning Zone > Organizational Development Learning Resources > Supervisors Toolbox](#)

Understanding the Role of the Supervisor

Wednesday	4/29	8:30-3:00	#0593-08	Session Full
Thursday	4/30	8:30-3:00	#0593-09	

Effective Delegation & Employee Engagement

Wednesday	5/06	8:30-3:00	#0594-08	Session Full
Thursday	5/07	8:30-3:00	#0594-09	

Performance Management

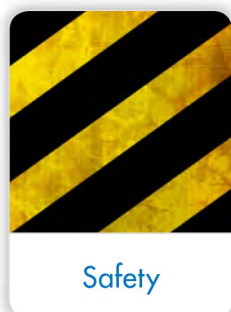
Wednesday	5/13	8:30-3:00	#0595-08	Session Full
Thursday	5/14	8:30-3:00	#0595-09	

Writing and Delivering Performance Reviews

Wednesday	5/20	8:30-3:00	#0596-08	Session Full
Thursday	5/21	8:30-3:00	#0596-09	

Performance Tool Kit

Wednesday	6/03	8:30-3:00	#0597-08	Session Full
Thursday	6/04	8:30-3:00	#0597-09	



SAFETY

ADULT CPR & FIRST AID

Tuesday 6/09 8:30-4:00 #0169-32

Instructor: Midge Golizio Target Audience: Everyone

Location: Professional Educational Program 1990 Heritage Oaks Place, Suite 6, Auburn

This is a comprehensive training program in emergency first aid care for non-health care related staff. When a emergency occurs, you may panic and be unsure of what to do until professional help arrives. Topics include: Adult CPR, Choke Rescue, Control Bleeding, Shock Care, Medical Emergencies (heart problems, stroke, asthma, allergic reaction, poisoning, diabetes, seizures), Injury Assessment and Care. In addition, training includes the use of an Automated External defibrillator (AED). Course meets Federal and State OSHA regulatory requirements for training employees in Adult CPR/ AED and First Aid. Upon successful completion of the course a Certificate of Completion will be awarded for two years.



USE OF TECHNOLOGY

All Use of Technology courses are held at IT Training Center, 2970 Richardson Dr., Auburn

EXCEL 2010-PIVOT TABLES

Thursday 4/09 8:30-12:00 #0590-11

Thursday 6/18 8:30-12:00 #0590-12

Instructor: ISInc. Staff Target Audience: Experienced Excel Users

Students will create and analyze PivotTable data.

- Build a PivotTable
- Analyze data using PivotTables
- Present PivotTable data visually

POWERPOINT 2010—LEVEL 1

Thursday 4/23 8:30-4:00 #0571-03

Instructor: ISInc. Staff Target Audience: Beginning PowerPoint Users

This course is designed for persons who are interested in learning the fundamentals needed to create and modify basic presentations by using Microsoft Office PowerPoint 2010. After completing this course students will know how to:

- Create a presentation, Format text on slides
- Add graphical objects to a presentation, modify graphical objects on slides
- Work within tables in a presentation
- Import charts to a presentation
- Prepare to deliver a presentation

EXCEL 2010 LEVEL 1

Thursday 5/14 8:30-4:00 #0509-12

Instructor: ISInc. Staff Target Audience: Beginning Excel Users

This course is designed for students who desire to gain the necessary skills to create, edit, format, and print basic Microsoft Office Excel 2010 Worksheets. Upon successful completion of this course, students will be able to:

- Create a basic worksheet
- Perform calculations in an Excel worksheet
- Modify an excel worksheet
- Format a worksheet
- Manage an Excel workbook

EXCEL 2010 LEVEL 2

Thursday 5/28 8:30-4:00 #0510-15

Thursday 6/11 8:30-4:00 #0510-16

Instructor: ISInc. Staff Target Audience: Experienced Excel Users

After completing this course, students will know how to:

- Use advanced formulas
- Organize worksheet and table data using various techniques
- Create and modify charts
- Analyze data using PivotTables, Slicers, and PivotCharts
- Insert and modify graphic objects in a worksheet
- Customize and enhance workbooks

